

## IMPROVEMENTS HELP COMPANY EMBRACE GROWTH SPURT

**ABOUT WATERSTONE FAUCETS.** Waterstone Faucets is a full-line manufacturer and distributor of high quality kitchen faucets and accessories. Established in 1999, Waterstone provides its customers with the ability to purchase all of their "faucetry needs" and matching products from a single source. Their products include various types of faucets, accessories such as side sprays and soap dispensers, hardware such as cabinet pulls and knobs, and under-sink systems. The company is located in Murrieta, California, and has 110 employees.

**THE CHALLENGE.** Waterstone hit a rapid growth spurt in early 2015. The organization wanted to embrace the growth, but the increase in demand produced numerous issues with quality control, incorrect orders, wasted materials, client retention, workplace organization, and employee turnover. Employees were unprepared and constantly rushing to fulfill orders. In addition, the cost of constantly recruiting and training new employees was becoming a burden for Waterstone. The company needed a structured on-boarding training process and more efficient processes to reduce expenses, accept new orders, and increase sales.

**MEP CENTER'S ROLE.** Waterstone contacted California Manufacturing Technology Consulting (CMTc), part of the MEP National Network™, for assistance with Lean training and consulting. Over the course of three months, CMTc engaged Waterstone employees in a series of interactive sessions covering Lean methodologies such as Six Sigma and 5S workplace organization (Sort, Set in Order, Shine, Standardize, and Sustain). The company implemented a "check system" to reduce mistakes and ensure quality throughout the production process. Employees learned to identify and eliminate waste and shorten lead times.

Next, CMTc helped Waterstone establish standardized and easily repeatable on-boarding training processes. The company developed standardized employee training materials and sample job postings to clearly define the required skills. CMTc coached Waterstone leaders on how to better resolve issues and engage employees, and the company implemented positive reinforcement methods to empower managers and supervisors and motivate employees. The changes enabled Waterstone to overcome its challenges, reduce mistakes, and improve quality. The company successfully handled the significant increase in demand while reducing wasted materials from errors and decreasing costs. Waterstone saw a substantial increase in sales and is adding new jobs.

"Consulting and training on Lean, leadership skills, and workforce development was pivotal to our company's growth. With CMTc's assistance, our company increased sales by \$1.5 million, created 20 additional jobs, and realized \$100,000 in cost savings."

-Chris Kuran, Owner

## RESULTS



20 jobs created, 12 jobs retained



Increased sales by **\$1,500,000**



Cost savings of **\$100,000**



Improved teamwork and company culture

## CONTACT US



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